

Talking Book Service (TBS)

Loan Guidelines

December 2010



The following guidelines are based on the National Library Service Network Library Manual and govern the circulation of materials and equipment to eligible blind and physically handicapped persons who are registered with the Idaho Talking Book Service. Users accept responsibility for using borrowed materials with reasonable care and for returning them to the Talking Book Service. Violation of these guidelines may result in suspension of some or all services.

1. PATRON STATUS:

A. ACTIVE STATUS:

To remain active, users must borrow at least one book per year OR subscribe to at least one magazine provided through the service.

B. CHANGE OF STATUS:

The user must notify the Talking Book Service of address changes, a desire to cancel the service, and temporary or permanent service transfer to another state.

C. GOOD STANDING:

To receive a digital player and books, user's account must reflect:

- 1) The current permanent mailing address and contact information
- 2) No history of lost machines as defined by library procedures or more than one cassette (RC) player currently checked out.

2. MATERIALS LOANED:

A. FORMATS:

Audio books, magazines, and descriptive movies on VHS and DVD are loaned free to eligible registered users. The Talking Book Service keeps records of all loans.

B. EQUIPMENT:

Equipment necessary to listen to audio materials will be loaned for as long as the user meets National Library Service eligibility requirements and is using the equipment to listen to materials provided by the Talking Book Service. Materials received from sources other than the Talking Book Service do not qualify for continuance of service.

Playback equipment needing repair must be returned to the Talking Book Service. A replacement will be provided upon request. The user should not attempt to repair the playback equipment or replace the battery.

C. SHARING MATERIALS:

Users may not lend Talking Book Service materials or equipment to other persons.

3. CIRCULATION:

A. Number of titles loaned:

Following is a list by format of the maximum number of titles each user can request. Once a user reaches the established maximum number of titles, no additional titles will be sent in that format until outstanding titles are returned. A user may request a change in the number of titles received at any time, up to the maximum.

Cassette books:	Unlimited
Cartridge books:	Unlimited
Descriptive movies:	2
Magazines:	Unlimited

B. Loan periods:

Cassette books:	6 weeks with one 6-week renewal
Cartridge books:	4 weeks with one 2-week renewal
Descriptive movies:	2 weeks with one 1-week renewal
Magazines in returnable containers:	2 weeks
Magazines in cardboard containers:	Do not return

C. Overdue Materials:

Users are urged to return materials promptly so they can be circulated to other patrons.

D. Returning Materials:

Materials can be returned free via the United State Postal Service using Free Matter for the Blind mailing cards. Place materials in a mailbox or take them to the Post Office.

E. Fines:

No fines are levied for materials returned later than the circulation due date.

F. Lost or Damaged Materials:

The user is charged a replacement fee for each lost or damaged descriptive movie as outlined in Idaho Code 33-2620 "Failure to Return Borrowed Material".

4. SERVICE SUSPENSION:

If any of the above guidelines are repeatedly violated, the user's service may be suspended.

Suspension Procedure:

1. Service staff will discuss the violation(s) with the user.
2. A warning letter will be sent to the user that summarizes the discussion and the violation(s). The user will have an opportunity to reply within 10 business days.
3. If guideline violations continue, a second warning letter will be sent, citing the earlier warning letter and listing examples of subsequent violations. The service can be suspended for up to six months. A specific date to reinstate service will be included in this letter. The user will have an opportunity to reply within 10 business days.
4. When service is reinstated, a letter will be sent notifying the user of reinstatement of service and reminding the user that further documented violations will result in another suspension of service.